



## **Alternative Dispute Resolution System**

# HOW TO SETTLE A DISPUTE

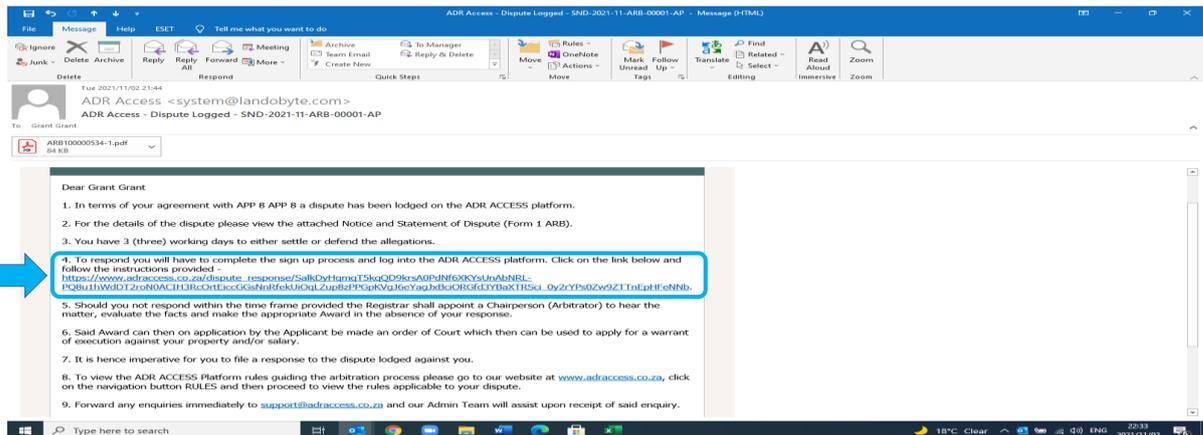
1 Nov 2021

ADR/TUTORIAL

## HOW TO SETTLE A DISPUTE

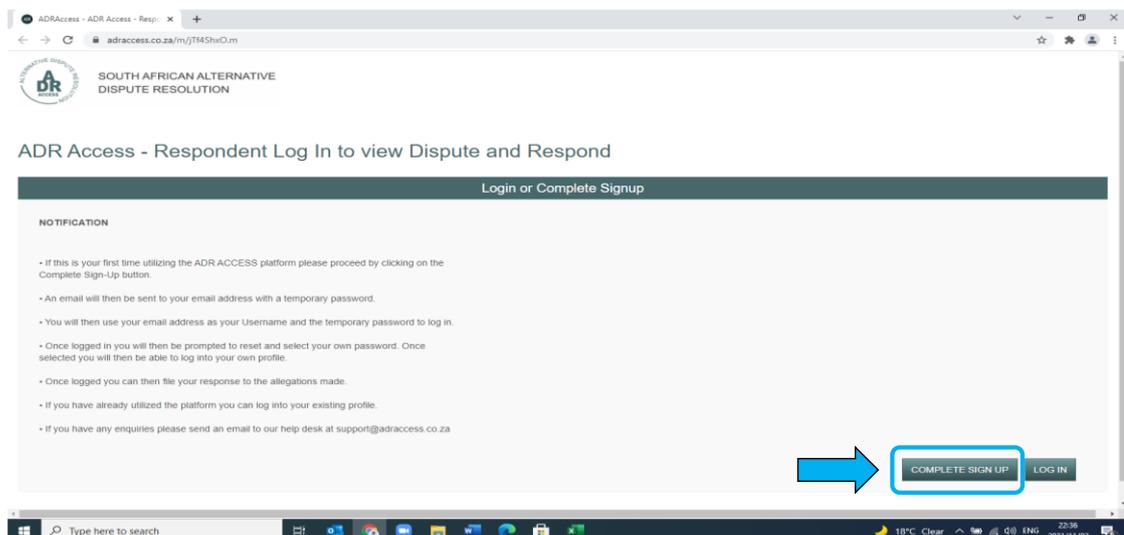
### STEP 1

- Once a user (Applicant) has created and sent a dispute, the Respondent will receive an email and SMS informing him to respond within 3 working days. The Respondent can then either settle or defend the dispute.
- It is imperative that the Respondent follow the directions provided in the email.
- A Respondent must create a profile on the ADR Access platform before he will be able to settle or defend the dispute.



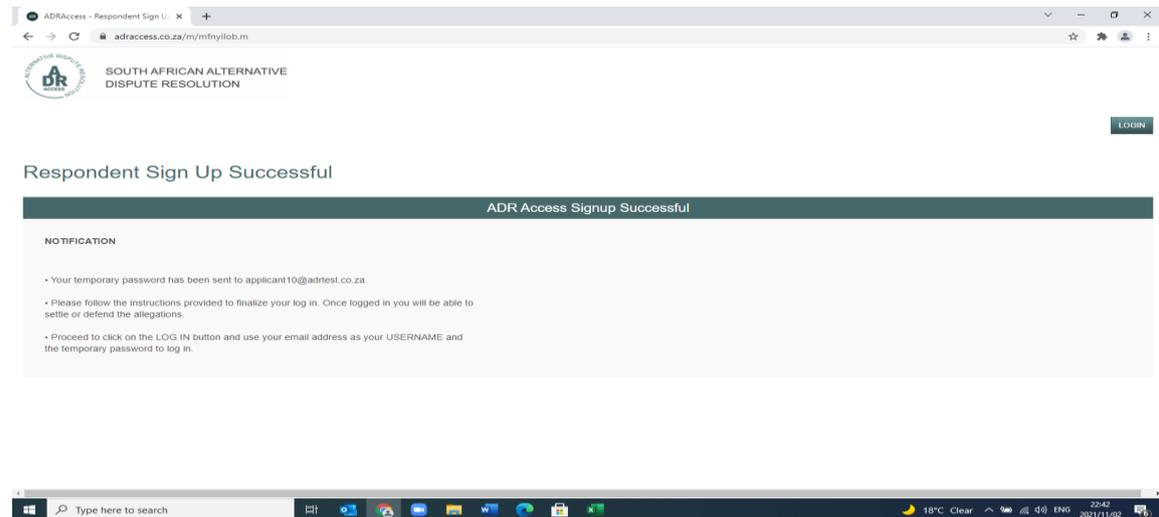
### STEP 2

- Once the Respondent clicks on the sign-up link provided in the email, he will be diverted to a **LOG IN and COMPLETE SIGN-UP** page.
- First time Respondents will then proceed to click on **COMPLETE SIGN-UP** link on the bottom of the page. If the Respondent has a profile he will then proceed to log in as usual.
- It is imperative that the Respondent attentively read through the notification details provided.



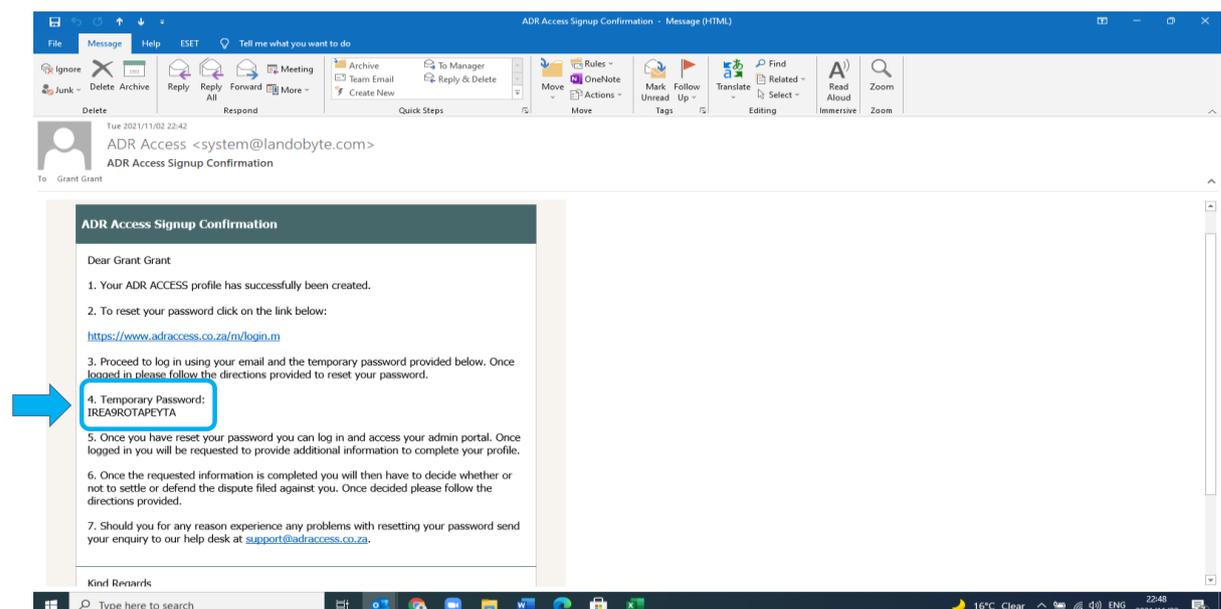
### STEP 3

- Once a Respondent clicks on the COMPLETE SIGN-UP button, he will be diverted to a page informing him that his sign-up was successful and that a temporary password to log in has been sent to his email address.
- The Respondent will also receive an SMS informing him that his sign-up was successful and that an email with the necessary directions has been sent to him.



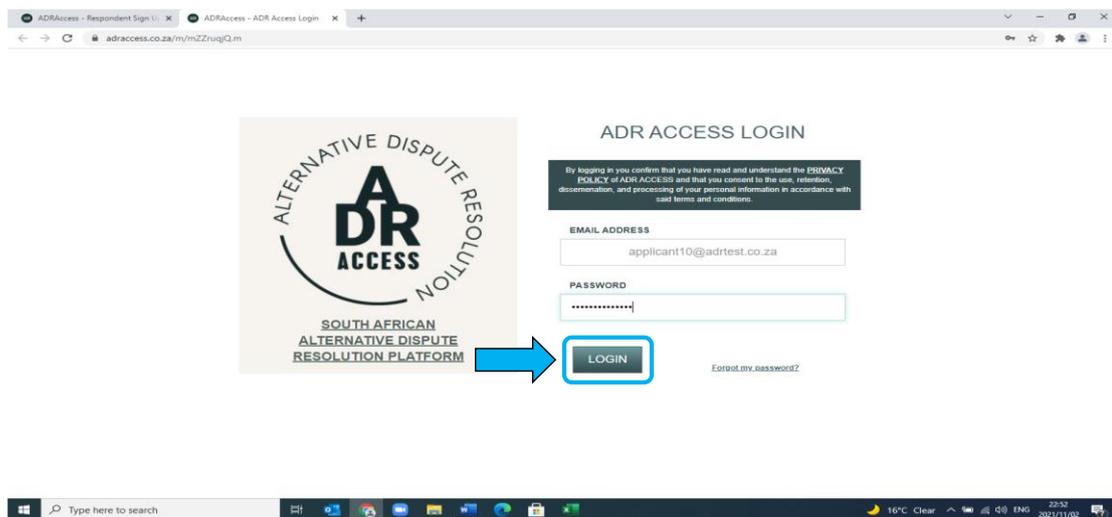
### STEP 4

- The user will be provided a temporary password and link to complete the process.
- It is imperative to follow the instructions provided in the email.



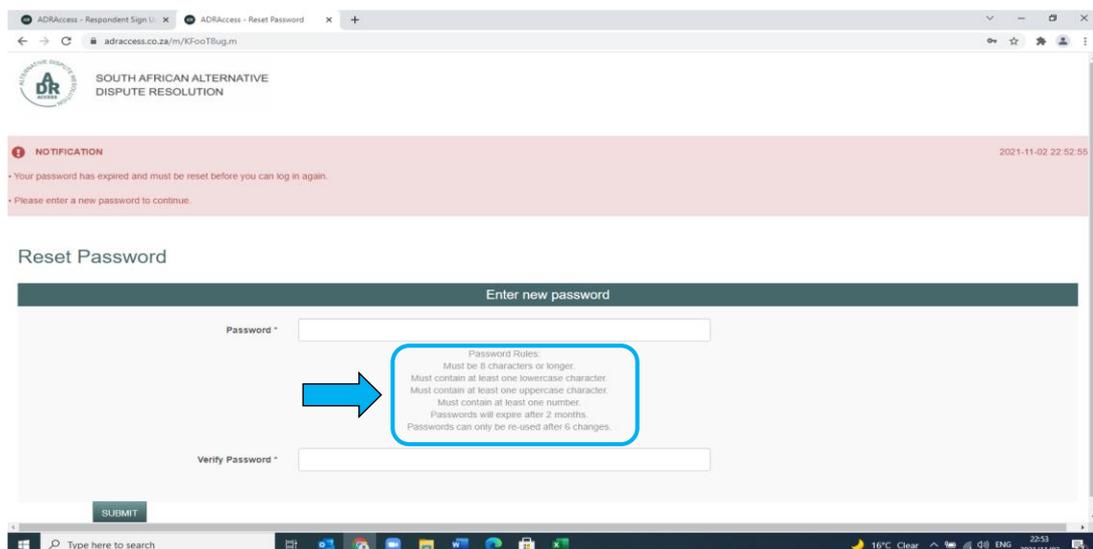
## STEP 5

- The Respondent is recommended to copy the temporary password provided before clicking on the link in the email.
- Once the Respondent clicks on the link provided in the email, he will be taken to the ADR Access log in page.
- The Respondent must then fill in his email address and then paste in the temporary password. Once done the Respondent must click on the **LOG IN** button



## STEP 6

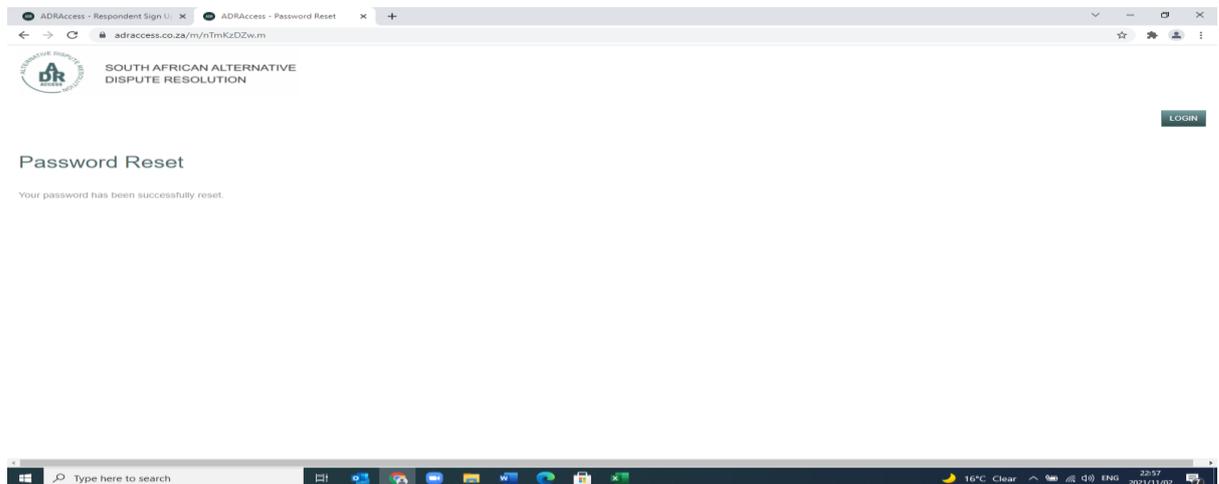
- Once logged the Respondent will be taken to the Reset Password Page.
- The Respondent must then select a unique password unknown to others by following the directives provided.



## STEP 7

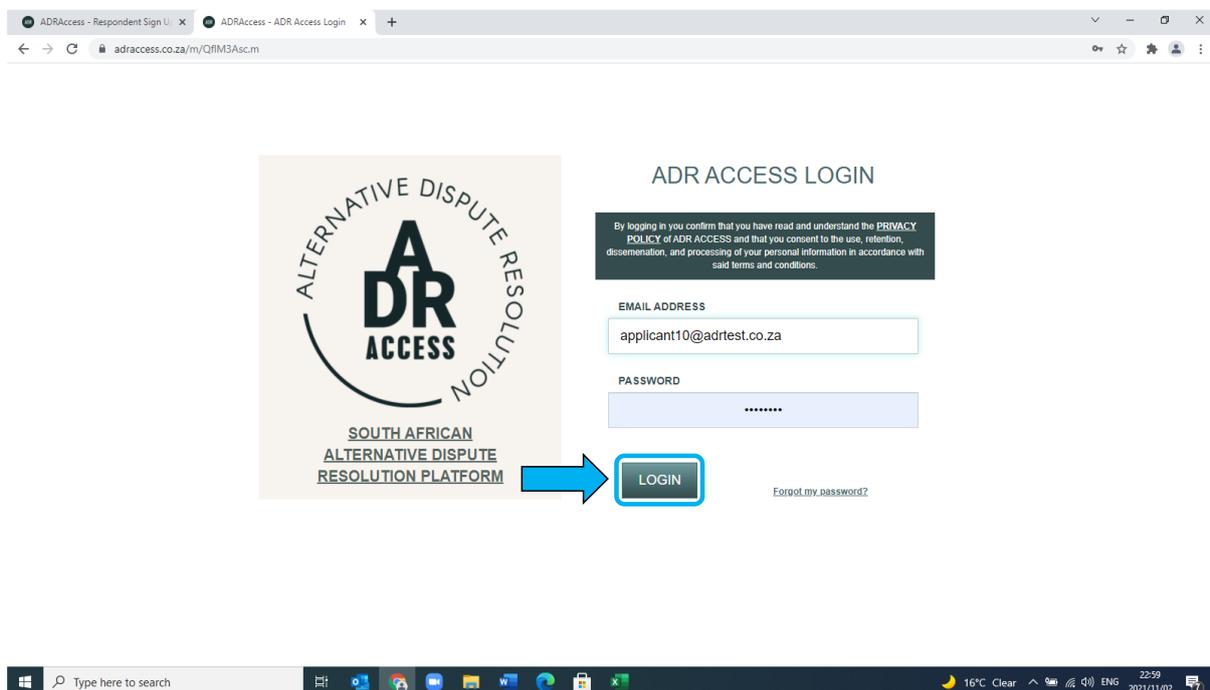
- Once the password has been chosen the user will click on the **SUBMIT** button.

- The user will then receive an onscreen message that the password has successfully been reset.



## **STEP 8**

- To log in the Respondent must then click on the **LOG IN** button.
- The Respondent will then be diverted to the ADR Access LOG IN Page. Once on the page the Respondent must then log in using his email address and new password.



**STEP 9**

- Once logged in the user will be diverted to their profile page.
- Before a user is able to create a new dispute and/or defend or make a settlement offer on an existing dispute he will be requested to complete some additional information to finalize his profile.
- A link is provided to click on in the notification message. Click on link and complete the requested information. Once finalized the user must click on the **SAVE** button.

The screenshot shows the ADR Access - Grant Grant user profile page. At the top, there is a navigation bar with the logo for South African Alternative Dispute Resolution (ADR) and menu items: HOME, DISPUTES, HEARINGS, CREDITS, and GRANT GRANT. A notification message is displayed, stating: "Before you can proceed to register a new dispute or settle or defend an existing dispute click in this link to complete your personal information that is still outstanding." A blue arrow points to this notification. Below the notification, there is a table of disputes. The table has columns for ID, Applicant, Respondent, City, Dispute Type, Chairperson, Dispute Status, Response Status, Outcome Status, and Initiated. The first row shows a dispute with ID "SND-2021-11-ARB-00001-AP", Applicant "APP 8 APP 8", Respondent "Grant Grant", City "Sandton", Dispute Type "Commercial", Chairperson "Not Assigned", Dispute Status "Active", Response Status "Not Received", Outcome Status "N/A", and Initiated "2021-11-02 21:06:52". The page footer includes "Copyright © 2021" and the LANDOBYTE logo.

**STEP 10**

- Once the Respondent clicks on the **SAVE** button, he will receive a notification message confirming that the information provided has been saved.
- The Respondent will then be prompted to click on the **BACK** or **DISPUTE** buttons to be diverted back to their profile page.

The screenshot shows the ADR Access - Grant Grant user profile page after the user has saved their information. A green notification message at the top states: "The individual information has been saved." Below this, a notification message prompts the user: "To defend or settle the matter, proceed to click on the BACK or DISPUTE button above and then select the respective dispute." The navigation bar at the top shows the "DISPUTES" button highlighted with a blue arrow, and the "BACK" button in the "GRANT GRANT" menu also highlighted with a blue arrow. Below the notification, there is a form titled "Grant Grant" with fields for "First Name" (Grant), "Surname" (Grant), and "ID Type" (ID Number). The page footer includes "Copyright © 2021" and the LANDOBYTE logo.

## STEP 11

- Once the Respondent clicks on the BACK or DISPUTE button, he will be diverted back to his profile page.
- To settle or defend a dispute the Respondent does not require credits.
- To either settle or defend the dispute lodged against him the Respondent must then click on the specific dispute appearing on his list.

The screenshot shows the user's profile page for Grant Grant. A notification at the top states: "Your credit balance is too low to create disputes. Click here to order credits." Below this is a table of disputes. A blue arrow points to the first entry in the table.

ID	Applicant	Respondent	City	Dispute Type	Chairperson	Dispute Status	Response Status	Outcome Status	Initiated
SND-2021-11-ARB-00001-AP	APP 8 APP 8	Grant Grant	Sandton	Commercial	Not Assigned	Active	Not Received	N/A	2021-11-02 21:06:52

Showing 1 to 1 of 1 entries

## STEP 12

- Once the Respondent clicks on the specific dispute link, he will be diverted to the dispute itself.
- It is once again imperative that the Respondent follows the details as set out in the notification.
- The Respondent is now positioned to either settle or defend the dispute.

The screenshot shows the details page for the dispute SND-2021-11-ARB-00001-AP. A notification at the top provides instructions on how to defend or settle the dispute. Below the notification are tabs for DISPUTE, APPLICANT INFORMATION, RESPONDENT INFORMATION, and DETAILS. The DETAILS tab is selected, showing the following information:

Applicant	APP 8 APP 8
Respondent	Grant Grant
Dispute Type	Commercial

At the top of the page, there are buttons for STATE DEFENCE, OFFER SETTLEMENT, and DOCUMENTS. A blue arrow points to the OFFER SETTLEMENT button.

**STEP 13**

- If the Respondent wishes to settle the dispute, he then clicks on the **OFFER SETTLEMENT** button.
- Once clicked on the Respondent will be diverted to the **CAPTURE THE DETAILS OF YOUR OFFER** page.
- The Respondent has an opportunity to provide the details of his offer and also add on specific terms and conditions thereto.
- To assist Respondent's, we have once again provided examples which can be viewed by clicking on the **CLICK HERE TO VIEW EXAMPLES** links.
- Once completed the Respondent will then click on the **NEXT** button.

**STEP 14**

- After clicking on the NEXT button, the Respondent will be diverted to a page where he needs to confirm the offer tabled, provide consent that offer can be sent to the Applicant and accepts the terms. Conditions and rules of ADR Access.
- If happy the Respondent, then clicks on the **SEND RESPONSE** button.

## STEP 15

- Once the Respondent clicks on the SEND RESPONSE button, he will be diverted to a page with an onscreen message confirming that the Offer of Settlement has been sent to the Applicant.
- The Applicant will receive an email and SMS informing him that an Offer of Settlement has been made and that he now has 3 days to either accept or reject the offer.

The screenshot displays the ADRAccess web portal interface. At the top, the navigation menu includes 'HOME', 'DISPUTES -', 'HEARINGS -', 'CREDITS -', and 'GRANT GRANT - DOCUMENTS'. A green notification banner at the top states: 'The Offer of Settlement was successfully sent to the Applicant' with a timestamp of '2021-11-03 08:30:39'. Below this, a 'NOTIFICATION' section provides details: 'The Applicant will be given three (3) working days to respond to your Offer of Settlement.' and 'You will be notified once the Applicant either accepts or rejects your offer.' The main content area is titled 'SND-2021-11-ARB-00001-AP' and contains a table with the following information:

SND-2021-11-ARB-00001-AP	
Applicant	APP 8 APP 8
Respondent	Grant Grant
Dispute Type	Commercial
Reference	SND-2021-11-ARB-00001-AP

The footer of the page includes 'Copyright © 2021' and the 'LANDOBYTE' logo. The Windows taskbar at the bottom shows the system time as 08:30 on 2021/11/03.